

The Components of Lag Time:

Total Payment Lag

Part 3 of this blog series focused on opportunities to be found in payment posting. In this installment, we will be discussing the final component of lag time, total payment lag.

As this series comes to a close, it is clear that there are a lot of moving parts to the revenue cycle and lag time. From documenting the patient encounter to dropping the bill and payment posting, every contributor to the RCM ecosystem could potentially introduce errors. Technical upgrades, code set updates, CCI guidance changes and more can also introduce RCM risk.



It is important that medical practices equip themselves with a robust analytics platform to monitor RCM performance with fresh data each day.



Analytics tools allow you to really dig into your data when trends, processes, or individual claims go sideways.



By leveraging process automation and establishing performance thresholds, you can train your platform to surveil RCM data and identify items of concern for you.



Once that notification fires to your phone or laptop, all the information you need should be packaged and available for you to take immediate action and keep your revenue cycle on track.

When all the components of bill lag time are added altogether, their sum can really affect your revenue cycle. While some lag times are outside of the provider organization's control, it is essential to optimize the elements that are under your control - and drive them down as low as possible.

Thank you for following along with our Components of Lag Time blog series. To learn more, we suggest viewing our Revenue Integrity webinar series. It is available on-demand now at <https://whitespacehealth.com/resources>.



About the Author

Carrie Bauman is the Vice President of Marketing at WhiteSpace Health. Her career has been spent evangelizing the transformation from paper-based medical records to actionable information now contained in health data warehouses that are layered with AI and automated workflows to support clinical care and expedite the revenue cycle.